

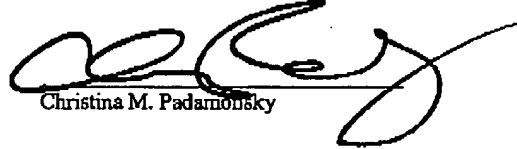
PATENT

MS160277.01/MSFTP168US

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that this correspondence (along with any paper referred to as being attached or enclosed) is being faxed to 571-273-8300 on the date shown below to Mail Stop Issue Fee, Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450.

Date: 10-17-05


Christina M. Padamonsky

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re patent application of:

Applicants: Erin M. Bourke-Dunphy *et al.*

Examiner: Wei Y. Zhen

Serial No: 09/726,000

Art Unit: 2191

Filing Date: November 29, 2000

Title: METHOD AND SOFTWARE TOOLS FOR INTELLIGENT SERVICE PACK
INSTALLATION

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

REPLY TO EXAMINER'S AMENDMENT

Dear Sir:

This is to confirm that the Examiner's amendments to place the subject application in condition for allowance are acceptable to applicants' representative.

In the event any fees are due in connection with this document, the Commissioner is authorized to charge those fees to Deposit Account No. 50-1063 [MSFT168US].

09/726,000

MS160277.01/MSFTP168US

Should the Examiner believe a telephone interview is necessary to discuss these changes, the Examiner is invited to contact applicants' undersigned representative at the telephone number below.

Respectfully submitted,

AMIN & TUROCY, LLP



Himanshu S. Amin
Reg. No. 40,894

AMIN & TUROCY, LLP
24TH Floor, National City Center
1900 E. 9TH Street
Cleveland, Ohio 44114
Telephone (216) 696-8730
Facsimile (216) 696-8731